# STATE OF IOWA

## MASTER AGREEMENT

### Contract Declaration and Execution

Fields of Opportunities

**VENDOR:**
Vision Tech Consulting
PO Box 27095

West Des Moines, IA 50265
USA

**VENDOR CONTACT:**
SCOTT KEEN
PHONE: 515-971-4555    **EXT:**
EMAIL:

FOB

**ISSUER:**
ASHLEY SUPER
PHONE: 515-281-7073
EMAIL: ashley.super@iowa.gov

**Contract For:** CONSULTING, IT

**Contract For:** SEE ATTACHED DOCUMENTS

Contract to furnish IT consulting and staff augmentation pursuant to the specifications, terms and conditions of sealed bid #BD80200S102 on file with the Department Of Administrative Services, GSE Purchasing Division, Hoover Building, Level A, Des Moines, Iowa 50319-0105.

For complete instructions on how to use this contract, see the attached file regarding rules or contact The Department of Administrative Services, General Services Enterprise.

This contract is for all ITQ service categories.

Contact:
Scott Keen
Ph: 515-971-4555
Fax: 515-981-1111
Email: skeen@visiontechconsulting.com

rating: 7.60
PCQT #: _____

**RENEWAL OPTIONS**
    **FROM**   03-01-2013   **TO**   02-28-2015
    **FROM**   03-01-2015   **TO**   02-28-2017

**AUTHORIZED DEPARTMENT**
    ALL
    SUB   Other Governmental Entities

**IN WITNESS WHEREOF, this Agreement has been executed by the parties hereto.**

| CONTRACTOR | STATE OF IOWA |
|---|---|
| **CONTRACTOR'S NAME (If other than an individual, state whether a corp., partnership, etc.** <br> *Vision Tech Consulting, Inc., (Corporation)* | **AGENCY NAME** <br> *IOWA DAS GSE Purchasing* |
| **BY (Authorized Signature)**     **Date Signed** <br> *[signature]*    *2/15/2008* | **BY (Authorized Signature)**     **Date Signed** <br> *[signature]*    *2/11/08* |
| **Printed Name and Title of Person Signing** <br> *Scott Keen   President* | **Printed Name and Title of Person Signing** <br> *Ashley Super PA III* |
| **Address** <br> *3775 EP True Parkway Suite 200* <br> *West Des Moines, IA 50265* | **Address** <br> *Hoover State Ofc Bldg Level A Des Moines* |

# STATE OF IOWA

## MASTER AGREEMENT

Contract Declaration and Execution

Fields of Opportunities

| LINE NO. | QUANTITY / SERVICE DATES | UNIT | COMMODITY / DESCRIPTION | UNIT COST / PRICE OF SERVICE |
|---|---|---|---|---|
| 1 | 0.00000 | | 91829 | $0.000000 |
| | | | | $0.000000 |
| | | | Computer Software Consulting | |

**STATE OF IOWA**

**MASTER AGREEMENT**

Contract Declaration and Execution

## TERMS AND CONDITIONS

### Incorporation
The Request for Proposal and/or bid documents for this project and the vendor's proposal in response to the RFP or Bid together with any clarifications, attachments, appendices, or amendments of the State or the Vendor are incorporated into this Contract by reference as if fully set forth in this Contract.

### Remedies upon Default
In any case where the vendor has failed to deliver or has delivered non-conforming goods and/or services, the State shall provide a cure notice. The notice to cure shall state the maximum length of time the vendor has to cure. If after the time period stated in the notice to cure has passed, the vendor continues to be in default, the State may procure goods and/or services in substitution from another source and charge the difference between the contracted price and the market price to the defaulting vendor. The State's Attorney General shall be requested to make collection from the defaulting vendor.

### Force Majeure
Force majeure includes acts of God, war, civil disturbance and any other causes which are beyond the control and anticipation of the party affected and which, by the exercise of reasonable diligence, the party was unable to anticipate or prevent. These provisions of force majeure also apply to subcontractors or suppliers of the Vendor. Force majeure does not include financial difficulties of the Vendor or any associated company of the Vendor, or claims or court orders that restrict the Vendor's ability to deliver the goods or services contemplated by this Agreement. Neither the Vendor nor the State shall be liable to the other for any delay or failure of performance of this Agreement caused by a force majeure, and not as a result of the fault or negligence of a party.

### Subcontractors
The successful vendor shall be responsible for all acts and performance of any subcontractor or secondary supplier that the successful vendor may engage for the completion of any contract with the State. A delay that results from a subcontractor's conduct, negligence or failure to perform shall not exempt the vendor from default remedies. The successful vendor shall be responsible for payment to all subcontractors and all other third parties.

### Termination-Non-Appropriation
Notwithstanding any other provision of this contract, if funds anticipated for the continued fulfillment of this contract are at any time not forthcoming or insufficient, either through the failure of the State to appropriate funds, discontinuance or material alteration of the program for which funds were provided, then the State shall have the right to terminate this contract without penalty by giving not less than thirty (30) days written notice documenting the lack of funding, discontinuance or program alteration.

### Immunity of State/Fed Agencies
The vendor shall defend and hold harmless the State and Federal funding source for the State of Iowa from liability arising from the vendor's performance of this contract and the vendor's activities with subcontracted and all other third parties.

### Assignment
Vendors may not assign contracts or purchase orders to any party (including financial institutions) without written permission of the General Services Enterprise - Purchasing.

### Anti-Trust Assignment
For good cause and as consideration for executing this purchase order, the vendor, through its duly authorized agent, conveys, sells, assigns, and transfers to the State of Iowa all rights, title and interest in and to all causes of action it may now or hereafter acquire under the anti-trust laws of the United States and the State of Iowa, relating to the particular goods or services purchased or acquired by the State of Iowa pursuant to the using State of Iowa agency.

### Delivery and Acceptance
When an award has been made to a vendor and the purchase order issued, deliveries are to be made in the following manner.
A. Deliveries - All deliveries are to be made only to the point specified on the purchase order. If delivery is made to any other point, it shall be the responsibility of the vendor to promptly reship to the correct location. Failure to deliver procured goods on time may result in cancellation of an order or termination of a contract at the option of the State.
B. Delivery Charges - All delivery charges should be to the account of the vendor whenever possible. If not, all delivery charges should be prepaid by vendor and added to the invoice.
C. Notice of Rejection - The nature of any rejections of a shipment, based on apparent deficiencies disclosed by ordinary methods of inspection, will be given by the receiving agency to the vendor and carrier within a reasonable time after delivery of the item, with a copy of this notice to the General Services Enterprise - Purchasing. Notice of latent deficiencies which would make items unsatisfactory for the purpose intended may be given by the State of Iowa at any time after acceptance.

### Delivery and Acceptance (cont)
D. Disposition of Rejected item - The vendor must remove at the vendor's expense any item rejected by the State. If the vendor fails to remove that rejected item, the State may dispose of the item by offering the same for sale, deduct any accrued expense and remit the balance to the vendor.
E. Testing After Delivery - Laboratory analysis of an item or other means of testing may be required after delivery. In such cases, vendors will be notified in writing that a special test is being made and that payment will be withheld until completion of the testing process.

### Title to Goods
The vendor warrants that the goods purchased hereunder are free from all liens, claims or encumbrances.

### Indemnification
To the extent that goods are not manufactured in accordance with the State's design, the vendor shall defend, indemnify and hold harmless

MA# 005 CTITQ0092

STATE OF IOWA

MASTER AGREEMENT

Contract Declaration and Execution

EFFECTIVE BEGIN DATE: 02-11-2008
EXPIRATION DATE: 02-28-2013
PAGE: 4 of 5

the State of Iowa, the State's assignees, and other users of the goods from and against any claim of infringement of any Letter Patent, Trade Names, Trademark, Copyright or Trade Secrets by reason of sale or use of any articles purchased hereunder. The State shall promptly notify the vendor of any such claim.

## Nondiscrimination

The vendor is subject to and must comply with all federal and state requirements concerning fair employment and will not discriminate between or among them by reason of race, color, religion, sex, national origin or physical handicap.

## Warranty

The vendor expressly warrants that all goods supplied shall be merchantable in accordance with the Uniform Commercial Code, Section 2-314 and the Iowa Code, Section 554.2314.

## Taxes

The State of Iowa is exempt from the payment of Iowa sales tax, motor vehicle fuel tax and any other Iowa tax that may be applied to a specified commodity and/or service. Contractors performing construction activities are required to pay state sales tax on the cost of materials. The Iowa Department of Revenue exemption letter will be furnished to a vendor upon request.

## Hazardous Material

All packaging, transportation, and handling of hazardous materials shall be in accordance with applicable federal and state regulations including, but not limited to, the Material Safety Data Sheet provision of O.S.H.A. Hazard Communication Standard 29CFR 1910.1200, and Iowa Administrative Code, Chapter 567.

## Public Records

The laws of the State of Iowa require procurement records to be made public unless exempted by the Code of Iowa.

## Miscellaneous

The terms and provisions of this contract shall be construed in accordance with the laws of the State of Iowa. Any and all litigation or actions commenced in connection with this contract shall be brought in Des Moines, Iowa, in Polk County District Court for the State of Iowa. If however, jurisdiction is not proper in Polk County District Court, the action shall only be brought in the United States District Court for the Southern District or Iowa, Central Division, providing that jurisdiction is proper in that forum. This provision shall not be construed as waiving any immunity to suit or liability, which may be available to the State of Iowa.

If any provision of this contract is held to be invalid or unenforceable, the remainder shall be valid and enforceable.

## Records Retention

The vendor shall maintain books, records, and documents which sufficiently and properly document and calculate all charges billed to the State of Iowa throughout the term of this Agreement for a period of at least five (5) years following the date of final payment or completion of any required audit, whichever is later. The vendor shall at, no charge, permit the Auditor of the State of Iowa, or any authorized representative of the State (or where federal funds are involved, the Comptroller General of the United States or any other authorized representative of the United States government) to access and examine, audit, excerpt and transcribe any directly pertinent books, documents, papers, electronic or optically stored and created records, or other records of the vendor relating to orders, invoices, or payments documentation or materials pertaining to this Agreement.

## Independent Contractor

The vendor is an independent contractor performing services for the State of Iowa, and as such shall not hold itself out as an employee or agent of the State.

## Performance Monitoring

For all service contracts, the requirements of Iowa Code sections 8.47 shall be incorporated into final terms and conditions of the contract.

## Confidentiality

Each party may have access to confidential information of the other party to the extent necessary to carry out their responsibilities under the Agreement and Software License Agreement. Such confidential information shall, at all times, remain the property of the party disclosing the confidential information. Each party shall preserve the confidentiality of the confidential information disclosed or furnished by the other party, and shall maintain procedures for safeguarding such confidential information. Each party shall accept responsibility for providing adequate supervision and training to its agents, employees and any approved contractors and subcontractors to ensure compliance with the terms of this Agreement.

## Works Made for Hire

All information, reports, studies, flow charts, diagrams, and other tangible and intangible material of any nature, whatsoever, produced by the vendor for delivery to the State during the course of this engagement and all copies of any of the foregoing shall be the sole and exclusive property of the State, and all such material and all copies shall be deemed "works made for hire" of which the State shall be deemed the author.

To the extent that the materials are not deemed "works made for hire", the vendor hereby irrevocably grants, assigns, transfers, and sets over to the State all legal and equitable right, title, and interest of any kind, nature or description in and to the materials and the vendor shall be entitled to make absolutely no use of any of the materials except as may be expressly permitted in this Agreement.

## Vendor's Property

Notwithstanding provisions of "works made for hire", the vendor shall own all of its pre-existing methods, techniques, and processes, including software and documentation, that it brings to this engagement and shall own all enhancements to these methods, techniques and processes, including software and documentation, that are developed during the course of this engagement ("Vendor's Property") and (b) the vendor shall have the right to retain copies of all materials referred to in "works made for hire" in its files evidencing its services for the

MA#   005   CTITQ0092

**STATE OF IOWA**

**MASTER AGREEMENT**

Contract Declaration and Execution

EFFECTIVE BEGIN DATE:     02-11-2008
EXPIRATION DATE:     02-28-2013
PAGE:     5   of   5

Information Technology Enterprise.  The vendor agrees to grant the State/ITE a royalty-free, nonexclusive, nontransferable license to use, duplicate and disclose the Vendor's Property for the purposes contemplated by this Agreement.

**N60**
NET 60 DAYS

**Vision Tech** Consulting, Inc.

PO Box 27095
West Des Moines, IA  50265


Ashley Super, Purchasing Agent III
Iowa Department of General Services (DGS)
Hoover STATE Office Building - Level A
Des Moines, IA 50319-0105

Dear Ms Super:

Please see the attached ITQ Response for Vision Tech Consulting, Inc. (BD80200S102).
The focus of this ITQ response will encompass the following categories:

        1. Strategy/Vision/Consulting
        2. Project Management
        3. Design / Planning
        4. Developing
        5. Testing
        6. Implementation
        7. On-Going Support
        8. Administration


Please do not hesitate to call if you have any questions or need additional information.  Thank you for your time and consideration.



Sincerely,



Scott Keen, President
Vision Tech Consulting, Inc.
skeen@visiontechconsulting.com
515.971.4555 (Phone)
515.981.1111 (Fax)

# ITQ Response Table of Contents

# NON-COLLUSION AFFIDAVIT

I, the undersigned, am the person responsible for the preparation of and cost data contained in this response submitted to the STATE in response to this ITQ and certify that:

Cost data has been arrived at independently and without consultation with any other party.

No information regarding this response content has been disclosed to any other party that may be or may potentially be responding to the ITQ with a response.

No attempt has been made to induce or to refrain any other party in responding to this ITQ or to influence the content of their response.

This response and subsequent proposal(s) submitted by my firm to RFPs referring to this ITQ is made / will be made in good faith and not pursuant to any discussions / agreement with any other party.

My firm and its affiliates, subsidiaries, officers, directors and employees are not currently under investigation or been convicted for any act prohibited by federal law involving conspiracy or collusion with respect to bidding on public ITQ and related POs, except as follows:

_____

I understand that any mis-statement in this affidavit is and shall be treated as fraudulent concealment from the STATE of the true facts relating to the response submission for this ITQ.

Name: Scott Keen     Position : President

SIGNATURE: _____ Date : _____

Representing COMPANY NAME: Vision Tech Consulting, Inc

SWORN TO AND SUBSCRIBED BEFORE ME THIS DAY _____

NOTARY PUBLIC _____

My commission expires: _____

# MANDATORY AGREEMENT QUESTIONNAIRE

This section consists of a series of questions that must be answered to the affirmative prior to proceeding with development of your response. It confirms your understanding of and agreement to our requirements for submitting a response. Negative responses will disqualify you. Please insert a copy of your answers inside each of your responses.

1. Do you agree that the contents of your proposal(s) will become part of any resulting ITQ and related POs and can not be held confidential?　　　　　　　　　　　YES __X___ NO _____

2. Do you agree to submit one original of your proposal, together with two (2) copies and a electronic soft copy on diskette?　　　　　　　　　　　YES __X___ NO _____

3. Will you include at least three (3) client references and agree you must attain acceptable scores from references for each service category you are attempting to qualify for?　　　　　　　　　　　YES __X___ NO _____

4. Do you agree that you must maintain an acceptable rating by each agency you do work for in order to remain pre-qualified for each service category?　　　　　　　　　　　YES __X___ NO _____

5. Do you agree to abide by agency specific requirements as outlined in section 1-25?　　　　　　　　　　　YES __X___ NO _____

6. Do you agree that your response will remain valid for at least 120 business days and duration of ITQ and related POs?　　　　　　　　　　　YES __X___ NO _____

7. Are you a TSB or do you currently have or have had a contracting role in three (3) projects for each of the categories you are attempting to qualify for?　　　　　　　　　　　YES __X___ NO _____

8. Do you agree that if the STATE finds any part of your response to be false, you will be placed on temporary suspension from doing business with the STATE?　　　　　　　　　　　YES __X___ NO _____

9. Do you accept the requirements stated in sections 1-19 and 1-21?　　　　　　　　　　　YES __X___ NO _____

10. Will you provide all documents of proof of insurance as required by this ITQ and any related POs?　　　　　　　　　　　YES __X___ NO _____

11. Are you aware that the STATE will conduct any and all background checks it deems necessary?　　　　　　　　　　　YES __X___ NO _____

COMPLETED BY: Scott Keen

# LOBBYING CERTIFICATION FORM

## FOR ITQ AND RELATED POSS, GRANTS, LOANS, AND COOPERATIVE AGREEMENTS

The undersigned certifies, to the best of her or his  knowledge and belief, that

No federal appropriated funds have been paid or will be paid, by or on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a member of Congress, an officer or employee of Congress in connection with the awarding of any federal contract or agreement, or the making of any federal grant, loan, or co-operative agreement.

If any funds other than federal appropriated funds have been paid to any person for influencing or attempting to influence the making of federal contracts or federal grants, loans, co-operative agreements, the undersigned will submit full disclosure of lobbying activities showing all details and supporting documents.

The undersigned will require any or all subcontractors to submit a separate lobbying certification and disclosure accordingly.


SIGNATURE: _____ TITLE: <u>President</u>

COMPANY NAME: <u>Vision Tech Consulting, Inc.</u>          DATE: <u>December 11, 2004</u>

# List of Clients / Survey Forms

**<u>Strategy/Vision/Consulting</u>**
Chris Mitchell, Equitable of Iowa

**<u>Project Management</u>**
Pam Huntley, Wells Fargo Home Mortgage, Inc.

**<u>Design / Planning</u>**
Gary Alessio, CitiGroup

**<u>Developing</u>**
Mike Woodruff, Principal Financial Group

**<u>Testing</u>**
Mike Woodruff, Principal Financial Group

**<u>Implementation</u>**
Chris Mitchell, Equitable of Iowa

**<u>On-Going Support</u>**
Mike Woodruff, Principal Financial Group

**<u>Administration</u>**
Vic Lick, ING

# Professional / Technical Personnel Questionnaire

## For:

## ITQ Response BD80200S102 Category of

## STRATEGY / VISION / CONSULTING

December 11, 2004

*Prepared by:*

### *Vision Tech Consulting, Inc.*

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA  50265
Phone: 515-971-4555, Fax:  515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:
- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the timeliest manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams.  The staffing plan is based on the needs of the client and of the specific project(s).  Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u>  deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u>  proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u>  Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known.  We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u>  Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved.  He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received.  Communication lines are then open to ensure all parties have the same understanding of the approach.  The policy/method is then fully supported to ensure success of the client.  This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client.  Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| | |
|---|---|
| **Mainframe** | |
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| **Midrange / Minicomputer** | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| **Client Server/Distributed** | |
| See Languages/DBMS | |
| **Desktop** | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| **Languages and DBMS** | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management. We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| |
|---|
| Project Management |
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

# 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following: Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

**COST DATA SHEET**

---

**COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0**

**FOR SERVICE CATEGORY:  *Strategy, Vision, Consulting***

**COMPANY NAME:  Vision Tech Consulting, Inc.**
**Date:   December 11, 2004**

---

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development. | |
| <u>Architect</u><br>Brings the ability to put together a "big picture" of a technical solution. | $150.00 |
| <u>Subject Matter Expert</u><br>Brings a deep expertise in a specific technology or business area. | $120.00 |
| <u>Business Consultant/Analyst</u><br>Brings the ability to analyze and recommend business process improvements and re-engineering. | $120.00 |
| | . |

# Professional / Technical Personnel Questionnaire

## For:

# ITQ Response BD80200S102
## Category of

# PROJECT MANAGEMENT

December 11, 2004

*Prepared by:*

## *Vision Tech Consulting, Inc.*

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA  50265
Phone: 515-971-4555, Fax:  515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:

- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams. The staffing plan is based on the needs of the client and of the specific project(s). Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u> deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u> proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u> Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known. We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u> Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved. He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received. Communication lines are then open to ensure all parties have the same understanding of the approach. The policy/method is then fully supported to ensure success of the client. This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client. Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| Midrange / Minicomputer | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| Client Server/Distributed | |
| See Languages/DBMS | |
| Desktop | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| Languages and DBMS | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management. We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| |
|---|
| Project Management |
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

# 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following:  Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

**COST DATA SHEET**

---

**COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0**

**FOR SERVICE CATEGORY:  *Project Management***

**COMPANY NAME:  Vision Tech Consulting, Inc.**
**Date:   December 11, 2004**

---

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development. | |
| <u>Program Manager</u><br>Manages multiple projects at once both related and unrelated in nature and scope. | $150.00 |
| <u>Project Manager</u><br>Manages a specific project or aspect of a project on larger projects. | $125.00 |
| <u>Project Administrator</u><br>Assists with the administration of the project management activities. | $75.00 |
| <u>Technical Writer</u><br>A writer with skills in a specific technical arena and the ability to write technical information to be consumed by an end-user community. | $75.00 |
| | . |

# Professional / Technical
# Personnel Questionnaire

---

# For:

# ITQ Response BD80200S102
# Category of

# Design / Planning

December 11, 2004

*Prepared by:*

# *Vision Tech Consulting, Inc.*

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA  50265
Phone: 515-971-4555, Fax:  515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:

- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams.  The staffing plan is based on the needs of the client and of the specific project(s).  Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u>  deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u>  proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u>  Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known.  We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u>  Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved.  He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received.  Communication lines are then open to ensure all parties have the same understanding of the approach.  The policy/method is then fully supported to ensure success of the client.  This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client.  Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| **Midrange / Minicomputer** | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| **Client Server/Distributed** | |
| See Languages/DBMS | |
| **Desktop** | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| **Languages and DBMS** | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management. We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| |
|---|
| Project Management |
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

## 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following:  Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

**COST DATA SHEET**

---

**COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0**

**FOR SERVICE CATEGORY:  *Design / Planning***

**COMPANY NAME:  Vision Tech Consulting, Inc.**
**Date:   December 11, 2004**

---

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development. <br><br> <u>Architect / Technology Lead</u> <br> Responsible for the design and technical specification of a business solution or a specific aspect of a business solution on larger projects. | $140.00 <br><br><br> . |

# Professional / Technical Personnel Questionnaire

## For:

## ITQ Response BD80200S102 Category of

## DEVELOPING

December 11, 2004

*Prepared by:*

## *Vision Tech Consulting, Inc.*

## 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

## 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA  50265
Phone: 515-971-4555, Fax:  515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:

- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams. The staffing plan is based on the needs of the client and of the specific project(s). Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u> deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u> proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u> Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known. We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u> Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved. He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received. Communication lines are then open to ensure all parties have the same understanding of the approach. The policy/method is then fully supported to ensure success of the client. This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client. Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| Midrange / Minicomputer | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| Client Server/Distributed | |
| See Languages/DBMS | |
| Desktop | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| Languages and DBMS | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management.  We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| Project Management |
|---|
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

## 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following:  Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

# COST DATA SHEET

## COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0

### FOR SERVICE CATEGORY: *Developing*

### COMPANY NAME: Vision Tech Consulting, Inc.
### Date: December 11, 2004

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered: Both Staff Augmentation and Project Development. | |
| <u>Developer</u><br>Builds solution components based on technical specifications. | $85.00 |
| <u>Sr. Developer</u><br>Builds solution components based on technical specifications. Extensive experience. | $95.00 |
| <u>Jr. Developer</u><br>Builds solution components based on technical specifications. Limited experience. | $75.00 |
| <u>Engineer</u><br>Builds infrastructure solutions based on technical specifications. | $100.00 |
| <u>Sr. Engineer</u><br>Builds infrastructure solutions based on technical specifications. Extensive experience. | $125.00 |
| <u>Jr. Engineer</u><br>Builds infrastructure solutions based on technical specifications. Limited experience. | $75.00 |
| <u>Emerging / Niche Technology</u><br>Builds infrastructure solutions based on technical specifications using emerging or niche technologies. | $130.00 |
| <u>Sr. Emerging / Niche Technology</u><br>Builds infrastructure solutions based on technical specifications using emerging or niche technologies. Extensive experience. | $155.00 |
| <u>Jr. Emerging / Niche Technology</u><br>Builds infrastructure solutions based on technical specifications using emerging or niche technologies. Limited experience. | $95.00 |

# Professional / Technical Personnel Questionnaire

## For:

## ITQ Response BD80200S102 Category of

## **TESTING**

December 11, 2004

*Prepared by:*

## *Vision Tech Consulting, Inc.*

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA  50265
Phone: 515-971-4555, Fax:  515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:

- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams. The staffing plan is based on the needs of the client and of the specific project(s). Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u> deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u> proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u> Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known. We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u> Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved. He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received. Communication lines are then open to ensure all parties have the same understanding of the approach. The policy/method is then fully supported to ensure success of the client. This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client. Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| **Midrange / Minicomputer** | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| **Client Server/Distributed** | |
| See Languages/DBMS | |
| **Desktop** | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| **Languages and DBMS** | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management. We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| Project Management |
|---|
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

## 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following:  Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

**COST DATA SHEET**

---

**COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0**

**FOR SERVICE CATEGORY:  *Testing***


**COMPANY NAME:  Vision Tech Consulting, Inc.**
**Date:   December 11, 2004**

---

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development. | |
| Test Planning<br>Analyzes business requirements and technical specifications to determine and build a test plan. | $85.00 |
| Quality Assurance<br>Builds and executes test scripts based on a test plan.  Tracks and coordinates issue resolution. | $75.00 |

# Professional / Technical Personnel Questionnaire

_____

## For:

## ITQ Response BD80200S102 Category of

## **IMPLEMENTATION**

December 11, 2004

_Prepared by:_

## **Vision Tech Consulting, Inc.**

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA 50265
Phone: 515-971-4555, Fax: 515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:

- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams. The staffing plan is based on the needs of the client and of the specific project(s). Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u> deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u> proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u> Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known. We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u> Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved. He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received. Communication lines are then open to ensure all parties have the same understanding of the approach. The policy/method is then fully supported to ensure success of the client. This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client. Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| Midrange / Minicomputer | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| Client Server/Distributed | |
| See Languages/DBMS | |
| Desktop | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| Languages and DBMS | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management.  We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| Project Management |
|---|
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

# 9. Experience/Deployed Solutions

Our staff has a broad range of experience with the following: Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

**COST DATA SHEET**

| | |
|---|---|
| **COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0**<br><br>**FOR SERVICE CATEGORY:  *Implementation***<br><br><br>**COMPANY NAME:  Vision Tech Consulting, Inc.**<br>**Date:   December 11, 2004** | |

| DESCRIPTION OF SERVICE | RATE PER HOUR<br>NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development.<br><br><u>Implementation Planning</u><br>Analyzes business requirements, technical specifications and end-user community requirements to determine and build an implementation plan. | $90.00<br><br><br><br><br><br><br><br><br><br><br><br>. |

# Professional / Technical Personnel Questionnaire

_____

## For:

## ITQ Response BD80200S102 Category of

## ON-GOING SUPPORT

December 11, 2004

*Prepared by:*

## *Vision Tech Consulting, Inc.*

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA 50265
Phone: 515-971-4555, Fax: 515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:

- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

# 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams.  The staffing plan is based on the needs of the client and of the specific project(s).  Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

# 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u>  deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u>  proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u>  Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known.  We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u>  Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved.  He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

# 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received.  Communication lines are then open to ensure all parties have the same understanding of the approach.  The policy/method is then fully supported to ensure success of the client.  This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client.  Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| Midrange / Minicomputer | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| Client Server/Distributed | |
| See Languages/DBMS | |
| Desktop | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| Languages and DBMS | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management. We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| Project Management |
|---|
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

# 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following:  Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

**COST DATA SHEET**

---

**COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0**

**FOR SERVICE CATEGORY:** *On-Going Support*

**COMPANY NAME:  Vision Tech Consulting, Inc.**
**Date:   December 11, 2004**

---

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development. | |
| <u>Help Desk Support</u><br>Provide required technical support via phone. | $50.00 |
| <u>On-Site Support</u><br>Provide required technical support working at the customer's site. | $90.00 |
| <u>On-Call Support</u><br>Provide required technical support on an as needed basis, normally associated with a service level agreement. | $90.00 |
| | . |

# Professional / Technical Personnel Questionnaire

---

## For:

## ITQ Response BD80200S102
## Category of

## ADMINISTRATION

December 11, 2004

*Prepared by:*

## *Vision Tech Consulting, Inc.*

# 1. Process of Providing Resources

Vision Tech Consulting, Inc. takes pride in identifying, documenting and assigning project roles, responsibilities and reporting relationships. Client staffing requirements are evaluated to determine the necessary skills and competencies. Other criteria are evaluated including type of staffing such as permanent placement, staff augmentation or contractor for hire. Required timeframes and other special considerations are also evaluated. Vision Tech Consulting's approach to providing resources is not taken lightly since our team of consultants has an average of more than 10 years experience in the field. Please see the following process:

1. Review project or staff augmentation assignment requirements.
2. Evaluate all client requirements and determine if any other special considerations are necessary.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the competencies and skillsets necessary for the assignment.
4. Once the resource(s) have been identified, provide resumes to the State for review.
5. If resource(s) are selected, arrange an on site or telephone interview.
6. Next steps to be determined by the client. We take pride in being extremely flexible so that client's expectations are met above and beyond what is industry standard.

# 2. Contract Administration

The Vision Tech Consulting, Inc. Contract Administrator is:

Scott Keen
Vision Tech Consulting, Inc.
PO Box 27095
West Des Moines, IA  50265
Phone: 515-971-4555, Fax:  515-981-1111
E-mail: skeen@visiontechconsulting.com

The Contract Administrator is responsible for the following:
- Become intimately familiar with the terms and conditions of the ITQ once executed.
- Maintain and administer ITQ change control, as it relates to Vision Tech Consulting, Inc.
- Provide premium communications and gather, generate and distribute all necessary information in the most timely manner possible.
- Ensure the consultant's performance meets contractual requirements.
- Provide timely responses to bids and proposals from the State regarding how project needs can be met.
- Develop proposals in accordance with the requirements of the relevant procurement process.
- Complete performance reporting to monitor cost and performance of said consultant(s).
- Actively monitor progress and work with client to recognize overall team successes.
- Provide guidance to consultant to ensure overall customer satisfaction is above and beyond expectations.
- Work with client to evaluate consultant on timely basis to ensure expectations are met.
- Manage timely evaluations and/or reviews to ensure client satisfaction.
- Facilitate timely discussions with the consultant(s) so that any questions or potential areas of concern can be addressed immediately.

## 3. Process of Providing Additional Personnel

Vision Tech Consulting maintains a staffing management plan to aid in determining when and how candidates will be brought into project teams. The staffing plan is based on the needs of the client and of the specific project(s). Specific attention is paid to how and when project team members will be released or reassigned.

Vision Tech 's approach to providing additional personnel if it becomes necessary to properly staff projects consists of the following steps:

1. Ensure solid understanding of the assignment requirements and/or job description.
2. Review timeframe and duration of the assignment.
3. Complete skill assessment by identifying Vision Tech Consulting, Inc. resources that match the skillsets necessary for the above requirements.
4. Review the staffing management plan to determine availability for potential candidates.
5. Seek out externally through network of skilled candidates and other business alliances.

Once the consultant(s) have been engaged, the following process is followed:
1. Timely evaluations and/or reviews are completed with the State to ensure client satisfaction.
2. Timely discussions with the consultant(s) are managed so that any questions or potential areas of concern can be addressed immediately.

## 4. Problem Resolution Process

In summary, the problem resolution process used by Vision Tech Consulting, Inc. includes the following:
1. <u>Planning:</u> deciding how to approach and plan the problem or issue resolution activities.
2. <u>Problem / Issue Identification:</u> proactively identifying, documenting and communicating issues so that the appropriate audience is aware of the situation.
3. <u>Root Cause Analysis:</u> Determine root cause via a number of analysis techniques (ie. fishbone).
4. <u>Measure</u> the consequences and implications to overall objectives.
5. <u>Brainstorm</u> several solutions once the root cause is known. We advise thinking out of the box, as sometimes the most creative ideas foster the most superlative solutions.
6. <u>Prioritize:</u> Complete ranking exercise and select the appropriate solution(s).
7. <u>Problem Resolution:</u> developing procedures to resolve the problem and reduce impacts.
8. <u>Communicate</u> the issue/problem/resolution.
9. <u>Follow-up</u> to ensure resolution was effective and complete process again if necessary.

The Vision Tech Consulting, Inc. problem resolution process is centered around communication. Communication is critical to ensuring everyone is on the same page, and the problem can be resolved in the most efficient way possible. We believe the key to good support is for the consultant to never let difficult problems linger unresolved. He or she must take full ownership of the problem from initiation to closure, communicating status to all stakeholders at the appropriate times.

## 5. Client Policy / Method Adaptation Process

Vision Tech Consulting's practices in adapting client policies and methods is simple. If the client believes a policy/method is necessary for their success, we will do everything in our power to support the approach.

First the existing policy/method is received. Communication lines are then open to ensure all parties have the same understanding of the approach. The policy/method is then fully supported to ensure success of the client. This includes confidentiality and other disclosures being signed by all consultants prior to initial engagement with the client. Also, any client standards or methodologies are reviewed with consultant to ensure success.

## 6. Type/Brand of Operating System/Communication System

| Mainframe | |
|---|---|
| MVS/IBM | Skills Available |
| VM | Skills Available |
| OS/390 | Skills Available |
| Midrange / Minicomputer | |
| Unix | Skills Available |
| AS/400 | Skills Available |
| Client Server/Distributed | |
| See Languages/DBMS | |
| Desktop | |
| Windows | Skills Available |
| OS/2 | Skills Available |
| DOS | Skills Available |
| Languages and DBMS | |
| Java | Skills Available |
| Perl | Skills Available |
| COBOL/COBOL II/Microfocus Cobol | Skills Available |
| CICS | Skills Available |
| Assembler | Skills Available |
| RPG | Skills Available |
| CK4 | Skills Available |
| SQL | Skills Available |
| JCL | Skills Available |
| SmallTalk | Skills Available |
| ASP | Skills Available |
| XML | Skills Available |
| .NET | Skills Available |
| Java | Skills Available |
| SQL Server | Skills Available |
| Powerbuilder | Skills Available |
| C/C++ | Skills Available |
| Visual Basic | Skills Available |
| HTML | Skills Available |
| Oracle | Skills Available |
| DB2 | Skills Available |
| IDMS | Skills Available |
| Easytrieve | Skills Available |

## 7. Products Experiences with Databases

Our staff has done a wide array of database management. We have experience with all sizes and types of databases, utilizing a large variety of tools and methodologies from both the DBA and application development perspective.

## 8. General Software Application Experience

| Project Management |
|---|
| DBMS |
| IBM Mainframe |
| Client Server/Distributive Based |
| Windows-based |
| Web-based |
| Process Management |

# 9. Experience/Deployed Solutions

Our  staff has a broad range of experience with the following:  Help Desk, Data Management, Data Analysis, Data Modeling, Facilitation and Consulting, Data Collection/Mapping, EDI, E-commerce, Doc Management, WAN, Wireless Networking, IT Staffing (Staff Augmentation), Web Design.

# COST DATA SHEET

## COST DATA SHEET for ITQ Number BD80200S102 Revision 1.0

### FOR SERVICE CATEGORY:  *Administration*

**COMPANY NAME:  Vision Tech Consulting, Inc.**
**Date:   December 11, 2004**

| DESCRIPTION OF SERVICE | RATE PER HOUR NOT TO EXCEED |
|---|---|
| Services Offered:  Both Staff Augmentation and Project Development. | |
| <u>Database</u><br>Perform database administration on the selected database. | $120.00 |
| <u>LAN/WAN</u><br>Perform local-area network and wide-area network administration activities on the selected network operating system. | $120.00 |
| <u>Web</u><br>Perform administration activities related to web infrastructure components, such as web server, application servers, search engines, etc. | $120.00 |
| <u>Messaging</u><br>Perform administration activities on the selected messaging platform. | $120.00 |
| <u>Security</u><br>Perform administration activities relating to security, auditing and enforcement. | $120.00 |
| <u>Emerging/Niche Technology</u><br>Perform administration activities on technologies which are emerging or unique to the organization. | $120.00 |

# REQUIRED SIGNATURE PAGE

I / we as undersigned agree to the terms and conditions of the aforementioned ITQ #BD80200S102 and if our response is accepted, to furnish any and all services upon which cost data has been submitted.  Any material misstatement in our response shall be treated as fraudulent concealment from the STATE of  the facts relating to this ITQ.

Name of Entity / Person Submitting Proposal:

Vision Tech Consulting, Inc. / Scott Keen

Mailing address:  PO Box 27095, West Des Moines IA  50265

---

Cumming, IA  50061

Phone: (515) 971-4555 Fax: (515) 981-1111 Email: skeen@visiontechconsulting.com

❑   If Individual:   SIGNATURE:      _____Date:  _____

      Social Security Number:  _____

❑   If Partnership:   Names -type written:  _____/_____

      Social Security Numbers:  _____/_____

SIGNATURES of PARTNERS:   _____ Date:  _____

✓   If Corporation:    Corp ID# 42-1482154  State:  IOWA

    SIGNATURE: _____    Date: December 11, 2004

    Name and Title  -type written: Scott Keen, President

---

I / we consent to service of process by certified or register mail addressed to our designated legal agent as required by Part 2-13-i of the Terms and Conditions of the ITQ. I / we appoint Scott Keen at PO Box 27095, West Des Moines, IA 50265 as our agent to receive service of process.

WITNESS SIGNATURE: _____ Title: _____ Date: _____

The STATE of Iowa, acting through the undersigned officer(s), hereby accepts the foregoing response to the ITQ and pre-approves the SP named for agency requests for proposals using this agreement.   This acceptance and the SP's response for the above referenced ITQ and related POs, including the terms and conditions of the ITQ constitute a binding  contract between the STATE and the SP.

  CT _____     Vendor ID# _____     ☐ CONDITIONAL TSB

---

Evaluation Committee Chairperson _____  Date: _____

DGS Purchasing Div. Administrator: _____  Date: _____

Purchasing Agent  / Issuing Officer : _____  Date: _____

## REQUIRED SIGNATURE PAGE

I / we as undersigned agree to the terms and conditions of the aforementioned ITQ #BD80200S102 and if our response is accepted, to furnish any and all services upon which cost data has been submitted.  Any material misstatement in our response shall be treated as fraudulent concealment from the STATE of  the facts relating to this ITQ.

Name of Entity / Person Submitting Proposal:

Vision Tech Consulting, Inc. / Scott Keen

Mailing address:  PO Box 27095, West Des Moines IA  50265

---

Cumming, IA  50061

Phone: (515) 971-4555 Fax: (515) 981-1111 Email: skeen@visiontechconsulting.com

❑   If Individual:  SIGNATURE:      _____Date:  _____

Social Security Number:  _____

❑   If Partnership:  Names -type written:  _____/_____

Social Security Numbers:  _____/_____

SIGNATURES of PARTNERS:  _____  Date: _____

✓   If Corporation:   Corp ID#  42-1482154      State:  IOWA

SIGNATURE: _____   Date: December 11, 2004

Name and Title  -type written:  Scott Keen, President

---

I / we consent to service of process by certified or register mail addressed to our designated legal agent as required by Part 2-13-i of the Terms and Conditions of the ITQ. I / we appoint Scott Keen at PO Box 27095, West Des Moines, IA 50265 as our agent to receive service of process.

WITNESS SIGNATURE: _____ Title: _____ Date: _____

The STATE of Iowa, acting through the undersigned officer(s), hereby accepts the foregoing response to the ITQ and pre-approves the SP named for agency requests for proposals using this agreement.   This acceptance and the SP's response for the above referenced ITQ and related POs, including the terms and conditions of the ITQ constitute a binding  contract between the STATE and the SP.

CT _____     Vendor ID# _____     ☐ CONDITIONAL TSB

---

Evaluation Committee Chairperson _____  Date: _____

DGS Purchasing Div. Administrator: _____  Date: _____

Purchasing Agent  / Issuing Officer : _____  Date: _____